



BETTER BUSINESS  
IS JUST ONE APP AWAY

IT'S HOW  
WE CONNECT



# A SOLUTION TO DEVELOP, DEPLOY, USE AND MANAGE MOBILE APPS

Apps are revolutionising the workplace, but how do you build, deploy, manage and integrate them with your existing systems?



## BENEFITS

- Put apps in the hands of the workforce with a range of pre-built apps customised for your business.
- Build and modify your own apps quickly and deploy them across multiple channels from one software platform.
- Easily provision, update, monitor and manage apps from a central console.
- Maximise the value of your apps by connecting to the Telstra Mobile Network, letting your people connect in more places with Australia's largest mobile network.
- Enjoy the convenience of one bill and one point of contact for your Telstra services.

It's possible with the Kony Mobile Enterprise Application Platform (MEAP) which lets you handle apps across multiple channels (compatible desktops, smartphones, tablets and more), across major operating systems (iOS, Android, Windows Phone and more) and multiple deployment modes (HTML5, mobile web, native and more).

Kony's MEAP solution offers:

- pre-built apps that can be customised so your business can interact with employees, other businesses or customers
- the ability to build your own app once and deploy it across multiple channels
- the ability to manage provisioning, updates and monitoring of self-built or pre-built apps via a central management console.

## THE MOBILE NETWORK THAT WORKS BETTER IN MORE PLACES

However innovative the app, it's only as good as the network it uses. The Telstra Mobile Network gives you faster speeds in more places, greater coverage, and greater reliability to help your apps work better in more places.

## A POWERFUL COMBINATION

If you are an enterprise customer with existing Telstra services\* our partnership with Kony means you can take advantage of the app revolution with minimum fuss. You'll have an industry-leading app platform to develop and manage your apps with the benefit of running these apps on the network without equal. You also receive expert support for your Telstra services.

## ONE PLATFORM DOES SO MUCH

Kony's apps are built on the KonyOne platform which has an open-standards, integrated architecture for deployment across multiple channels in native, web-based or mixed modes. Rich Application Programming Interfaces deliver enterprise-grade reliability with the flexibility to change once for multiple channels. You can also easily explore, extract and integrate your data through web services or legacy systems.

The KonyOne platform can be hosted on your premises, or in the Telstra Cloud with the assurance of secure local hosting. The platform can be configured to meet your needs, and is backed by compatibility service levels to help maintain currency of your mobile investment as operating systems and devices evolve.

## PRE-BUILT APPS

Kony's pre-built apps are ideal if you want to deploy proven capabilities fast with a consistent user experience across multiple channels and mobile operating systems. Whether you need to be relevant to your customers or improve the productivity of your workforce, Kony offers both business to customer (B2C) and business to employee (B2E) solutions tailored to key industries and the needs of your business. Kony's versatile range of apps include:

- **Field Service:** Improve the efficiency of field staff and back-end processes through better scheduling, order completion, invoice management and more.
- **Enterprise Asset Management:** Proactively track and maintain assets, regardless of category and complexity to keep operations running smoothly.
- **HR:** Empower your workforce and HR employees by providing access to time, expense and scheduling management, plus talent acquisition workflow and access to selected employee data.
- **CRM:** Help your sales force work smarter by putting account, lead, opportunity, and customer information on their compatible mobile devices.
- **Mobile Banking:** Help your customers transfer money with in-built security features, find ATMs and branches, make payments and remotely deposit cheques from compatible mobile devices.
- **Utilities for consumers:** Enable your utilities customers to view bills and make payments, report outages, receive status updates and more.

## DEVELOP YOUR OWN APPS AND DEPLOY ACROSS MULTIPLE CHANNELS

The KonyOne platform helps to simplify application design and improve developer productivity. You can build and modify apps from a single JavaScript code base, without needing special knowledge of operating systems. You can preserve the richness of your User Interface or the completeness of functionality, and streamline app development and maintenance.

Once you've built an app, you have to put it into production, connect it to your back-end systems, handle data in line with your security requirements, measure performance and create a run-time environment. The KonyOne platform provides a solid and scalable production environment to deploy and maintain multi-channel apps from a single code base without post-generation edits. This approach enables you to 'build once, deploy across multiple channels' to improve productivity and usage, while supporting a strategy that can evolve along with mobile technologies and devices.

## ENTERPRISE MOBILITY MANAGEMENT

Today's mobile workforce expects access to corporate resources and tools while on the go. You need to support these mobile workers and BYOD initiatives while controlling access policies and meeting your organisation's network and data security requirements.

Kony Enterprise Mobility Manager offers precise, app-level control and flexibility from a centralised, easy-to-use console. It provides comprehensive features for smarter provisioning, updating, monitoring and management of apps with little to no downtime for users.

## EXPERT SUPPORT

We provide first level support via the Telstra service desk to assess any problems and conduct basic troubleshooting. If further action is needed for your Kony apps and platform, we'll escalate the issue to Kony who provide 24/7x365 support for critical/severity level 1 issues, backed up with business hours support for all other issues.

Kony's compatibility service levels target their software updates to function with device manufacturer's operating systems (OS) as follows:

- new releases of existing supported OS – within 30 business days from general release to the developer community
- new versions of currently supported mobile browsers – within 30 business days from general release to the developer community
- net new OS (which Kony determines are commercially viable to support) – within 90 business days of general release to the developer community.

## ABOUT KONY

Kony is a leading mobile and multi-channel solution provider, with a large corporate customer base across major industry sectors in more than 40 countries. Kony's software lets you build an app once on an integrated platform and quickly deliver it across multiple channels, major operating systems and multiple deployment modes. Kony's suite of customisable, pre-built apps and the KonyOne platform cover you through the app lifecycle, helping to lower costs and support innovation as you develop, deploy and manage apps.

## ABOUT TELSTRA

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our leading Telstra Next G® network and the Next IP® network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

### Things you need to know

\*You need to be an existing Telstra Enterprise and Government customer with a valid ABN, ACN or ABRN.

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